

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**Patent Application**

Applicant(s): L-J. Zhang et al.  
Docket No.: SOM920030009US1  
Serial No.: 10/738,374  
Filing Date: December 17, 2003  
Group: 3623  
Examiner: Folashade Anderson

Title: Method and Apparatus for Dynamic Device Allocation for  
Managing Escalation of On-Demand Enterprise Processes (As Amended)

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**PRELIMINARY AMENDMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Prior to examination, please amend the above-identified application as follows: